



## The Exchange – Cleanliness Health and Safety Protocol

The Exchange is deeply rooted in the tradition of hospitality and we take great pride in providing our guests with a world-class dining experience. As we respond to the global pandemic, we appreciate your understanding that The Exchange experience may look and feel differently for the foreseeable future.

Maintaining the highest standards for a clean, healthy, and safe environment for our guests, vendors, and team members has always been and will continue to be, our top priority. As we reopen our restaurants for on-premises dining and continue to provide you with carrying out and delivery options, we wanted to take a moment to share an outline of specific precautions, policies, and procedures in place to help prevent the spread of the novel coronavirus, COVID-19, which comply with federal, state and local requirements. These include the following:

- Requiring guests to wear a face-covering until the food or drink is served. Service may be declined to patrons not wearing masks.
- Requiring everyone who enters the restaurant to adhere to strict social distancing protocols.
- Limiting our capacity as required by applicable authorities.
- Spacing tables six feet apart.
- Seating our bar top as required by applicable authorities.
- Limiting groups according to applicable authorities.
- Reservations are recommended.
- Ensuring that we maintain a healthy restaurant environment for all. Team members, vendors, and guests showing possible symptoms of COVID-19 – including, but not limited to fever and persistent cough – will not be allowed on-premises. Management will conduct a daily health screening of all employees before they enter the restaurant. An employee with a cough, sore throat, fever, or shortness of breath will not be allowed to enter the restaurant.
- Requiring any team member known to have come into contact with someone who tests positive for COVID-19 to self-quarantine in accordance with CDC guidelines.
- Providing team members with recommended personal protective gear including masks and gloves. Each employee who directly interacts with guests must wear a face mask that completely covers the nose and mouth. The kitchen staff and others are encouraged to wear a mask. Each employee must wear gloves. Gloves should be changed between each customer, customer group, or task.
- Requiring guests to wear a face-covering until the food or drink is served. Service may be declined to patrons not wearing masks.
- Implementing strict handwashing practices that include how and when to wash hands.
- Avoiding handshaking and/or any other direct personal contact.
- Adhering to the guidelines set forth by the Centers for Disease Control (CDC) and World Health Organization (WHO);
- Complying with any mandates or recommendations from local and state health departments.



- Reiterating best practices and preventative measures with team members at the start of each shift.
- Increasing the frequency of our already rigorous cleaning and sanitizing practices.
- Sanitizing tables, chairs, salt/pepper shakers, pens, and menus after each customer.
- Frequently cleaning high-contact areas such as door handles, phones, pens, and keypads.
- Disinfecting restrooms frequently; and
- Providing hand sanitizer upon entry, exit, and within the restaurant.

We appreciate your support as we work diligently to ensure everyone feels comfortable enjoying an evening out at The Exchange. If you have any questions, comments, or concerns, please contact your local restaurant's management team.

We hope to see you soon!